




**U.S. Customs and  
Border Protection**

MEMORANDUM FOR: Executive Directors, Field Operations  
Directors, Field Operations  
Office of Field Operations

FROM: Sidney K. Aki   
Acting Executive Director, Operations  
Office of Field Operations

SUBJECT: Professionalism when processing Transgender applicants

The Office of Field Operations (OFO) is taking this opportunity to remind employees of policy and procedures when processing Transgender or "Transitioning" applicants for admission and the need to be professional while conducting those duties.

CBP Officers have a tremendous responsibility in protecting our nation's borders and in enforcing the existing laws of the United States. This muster serves to reiterate our responsibilities in regards to the appropriate handling of arriving Transgender persons into the United States. CBP is committed to ensuring that our agency treats everyone with dignity and respect, this includes our own employees as well as the public.

Section 3.1 of CBP Directive 51735-013A (U.S. Customs and Border Protection Standards of Conduct) states, in part "All employees must maintain high standards of honesty, integrity, impartiality, character, and professionalism to ensure the proper performance of government business and the continued trust and confidence of the public." Section 6.7.3 reads "Employees will be professional in their contact with supervisors, subordinates, co-workers, and members of the public."

CBP officers should be familiar with and closely follow the National Standards on Transport, Escort, Detention, and Search, in particular Section 3.4 Gender of Searching Officer/Agent and Section 4.3 General Detention Procedures.

The attached muster is to be shared with all Port Directors, Assistant Port Directors, managers, and staff.